

- 2 placed on a merchant's web page and next to the e800 number of the e800 directory to  
3 facilitate a direct call to a designated number with a single click.

- 1 19. A method of establishing an automated sale and distribution of e800  
2 number service in accordance of claim 16 comprises part of the methods in claim 8  
3 wherein only specific information and processing steps relevant to e800 number service  
4 are used.

- 1 20. A method in accordance of claim 8 and 19 are prepackaged as a turn-key  
2 system and loaded on a storage medium such as a CD for sales, installation, activation  
3 and testing of voice communication server system and e800 number service.

### Abstract

- 1 A method and a system for establishing a self-owned and self-managed network-based  
2 voice communication solution (VCS) for supporting business transactions and commerce